

Robocall Mitigation Plan (Voice Service Provider)

Company Name: **eCloud Solutions LLC**

FRN: **0036989234**

Date: May 02, 2025

1. Company Overview

eCloud Solutions LLC is a cloud-based VoIP provider offering Cloud PBX and SIP-based communication services. The company now also acts as a voice service provider by acquiring SIP trunk services from wholesale carriers in order to deliver outbound and inbound PSTN traffic for its customers.

2. Robocall Mitigation Practices

eCloud Solutions maintains robust robocall mitigation procedures in accordance with FCC requirements:

- All customers undergo a strict Know Your Customer (KYC) and account validation process before accessing calling services.
- Customer traffic is continuously monitored for high-volume or anomalous behavior.
- Only authenticated users with secure credentials and IP whitelisting are permitted to initiate calls.
- Outbound traffic to international and high-risk destinations is restricted or blocked by default.
- Automated detection and alerting are implemented to identify robocall patterns.
- Immediate suspension of accounts with suspicious traffic, pending investigation.

3. STIR/SHAKEN Status

STIR/SHAKEN is not yet implemented, as eCloud Solutions LLC currently relies on upstream providers for PSTN interconnection. The company is actively assessing deployment requirements and is prepared to coordinate with STI Governance and its downstream partners to ensure compliance as needed.

4. Contact Information

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